

Message

From: Byrne, Eric (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=ERIC.BYRNE]
Sent: 3/9/2011 3:38:57 PM
To: Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]
Subject: RE: Incident 695930

OK. I'm checking with the lab to see if they will authorize the \$\$ for a service call.

-----Original Message-----

From: Hanchett, James (DPH)
Sent: Wednesday, March 09, 2011 10:23 AM
To: Byrne, Eric (DPH)
Subject: RE: Incident 695930

It constantly jams so we can not use it at all. I think we need a service call to fix it.

Jim

-----Original Message-----

From: Byrne, Eric (DPH)
Sent: Wednesday, March 09, 2011 10:12 AM
To: Hanchett, James (DPH); Salem, Sharon (DPH)
Subject: Incident 695930

Jim,

I just got this ticket. It looks like it's been sitting for a while. Is the printer still having a problem? What sort of service does it need?

Also, have you received those new printers? They should have been ordered by now.

-Eric

-----Original Message-----

From: ServiceDesk v11 Notification [mailto:NoReply@Noreply.com]
Sent: Wednesday, March 09, 2011 9:49 AM
To: Byrne, Eric (DPH)
Subject: Incident 695930 Transfer

Incident 695930 Transfer.
Assigned to: Byrne, Eric D
Customer: Hanchett, James L
Description: ARHO - VISIT - printer issue
From: Hanchett, James (DPH)
Sent: Friday, February 25, 2011 8:18 AM
To: DPH-Help, Desk at 250 (DPH)
Subject: Printer Problems

DPH HelpDesk,

We are having a problem with one of our printers and we need to have it serviced. I don't believe it is under a service contract because it is used by one of our instruments.

HP LaserJet P3010
Model # CE526A
Serial # VNBC99X0LJ

Jim Hanchett
Amherst Drug Lab
Room N251 Morrill I
637 North Pleasant Street
Amherst, MA 01003
Phone 413-545-2607
Fax 413-545-2608
Cell [REDACTED]

This Incident has been reassigned to you or your group.

